

AUTOMATED SERVICE LEVEL MANAGEMENT IN FINANCIAL TERMS

Abstract of the Disclosure

Electronic contracts or “eContracts” for representing service level agreements are provided. In one illustrative embodiment, the eContract may comprise information pertaining to: (a) descriptions of business transactions in IT terms; (b) financial implications of business transaction service levels; and (c) reporting to be done in business terms. Of course, the eContract may comprise other terms and conditions. In an illustrative aspect of the invention, a system for managing IT resources in terms of business financials comprises an electronic contract authoring system or “ecAuthoring system,” an electronic contract manager module or “ecManager,” and one or more electronic contract agent modules or “ecAgents” that may run on IT elements (e.g., components of the network) that are being managed. Analysts interact with the ecAuthoring system to construct eContracts. An eContract is input to an ecManager that interprets the contract to report on and optimize IT resources based on business financials. The ecManager collaborates with ecAgents to monitor, report, and enforce contracts expressed in such business terms.

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